

REVENUE SUPERVISOR

GRADE: 24

FLSA: EXEMPT

CHARACTERISTICS OF CLASS:

The Revenue Supervisor performs difficult professional and administrative work in managing revenue work relating to City utility, special assessments, accounts, taxes and receipts including the database and system administration for all related work. The work requires contacts both inside and outside the City of Rockville at most all levels to explain matters, solicit cooperation, and enforce City ordinance, policy and procedures. The work is light in nature involving considerable mental effort and stress through meeting set deadlines and often handling multiple projects concurrently. The work is subject to functional policies and goals under general managerial direction. The incumbent participates with others in service delivery and supervision of subordinate staff. The incumbent reports to the Director of Finance.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers during routine or emergency situations.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Supervises and participates in the calculation, editing and mailing of utility (water, sewer, refuse) bills.
- Supervises termination of water service for delinquent bills, approves payment plans and extensions of time to pay.

- Receives and resolves customer complaints through a variety of media, makes appointments for Meter Service Technician to check meters, makes adjustments under City policies.
- Supervises, reviews and participates in the administration of Utility Accounts Receivable System to ensure accurate billing and receipting of receivables.
- Monitors Utility Billing System to achieve accurate and timely billing to customers.
- Handles irate citizens through verbal and written communication in a tactful and courteous manner.
- Approves and reviews refunds and adjustments.
- Supervises the Special Assessment billing and collection function.
- Acts as member of the Finance Management team.
- Supervises and reviews delinquent accounts (Special Assessment, refuse, utilities, license & inspection liens) and submits lists to Montgomery County Government for tax sale.
- Monitors internal control systems for all cash receipting and utility billing functions.
- Performs internal audits of cash receipting systems, including utility billing functions.
- Manages all collection processing, depositing and cashiering functions.
- Supervises meter reading and meter systems and coordinates with Public Works as necessary.
- Reviews Montgomery County's billing and receipting of real property and personal property taxes.
- Prepares monthly reports for the accountants regarding the billing and receipting of real property and personal property taxes by Montgomery County.
- Provides information for and issues certification to realtors and other interested parties concerning liens on and ownership of specified parcels.
- Responsible for reviewing the transfer of property by the State of Maryland Assessment Office.
- Administers an automated billing system.
- Prepares files and archives data periodically.
- Creates, maintains and documents the users database for the City's utility billing system.
- Coordinates efforts with the City's Computer Services regarding the utility billing and special assessment systems.
- Schedules utility billing/special assessment time calendar designing time frame procedures.
- Composes and reviews correspondence for the Revenue Division.
- Verifies work by reviewing reports and being involved with employees on a daily basis.
- Prepares the division's annual budget.
- Responds to auditors' inquiries concerning billing and receipting of utilities, taxes and special assignments.
- Prepares monthly schedules for the division.

- Hires and trains new division employees.
- Performs other duties as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from college with a bachelor's degree in accounting or business administration and five years of progressively responsible experience involving revenue billing and record-keeping using automated systems including at least two years supervisory and program management responsibility. Possession of an appropriate driver's license valid in the State of Maryland. Designation as a Certified Cash Manager or Certified Treasury Professional preferred.

Preferred Knowledge, Skills and Abilities:

- Working knowledge of office practices, procedures, systems and equipment used in property tax accounting.
- Considerable knowledge of the municipal utility billing systems and procedures and of the ordinances and policies governing them.
- Knowledge of tax and property records and legal and property instruments in the State of Maryland.
- Skill in establishing and maintaining effective working relationships with other employees and to deal tactfully with the public in the resolution of difficult and contentious matters.
- Skill in operating a personal computer, calculator and other related equipment. Ability to learn the practices, procedures, systems, laws, ordinances, and policies governing the levying of City real and personal property taxes.
- Ability to make decisions recognizing established precedents and practices and to use resourcefulness and tact in meeting new problems.
- Ability to prepare a variety of reports from records maintained.
- Ability to develop and refine office procedures.
- Ability to make maintenance and financial adjustments to automated utility billing accounts.
- Ability to communicate on many levels with programmers and technical staff with regard to the utility billing hardware system.
- Ability to oversee software upgrades or system conversions.